

# ACCESSING CARE ON THE WEST COAST

during the COVID Pandemic



## WEST COAST MEDICAL RESOURCES

**TOFINO GENERAL HOSPITAL** – Open 7 days week/24hrs a day. Always!

Please call 250-725-4010 first if you are ill with respiratory symptoms and are coming to the hospital

- Emergency Room: Nursing and/or doctor assessment, depending on symptoms
- Lab: Hospital only, no routine bloodwork. Call 250-725-4006 ext#5 if you need help with this decision
- Xray: Hospital M-F 9am-5pm, no routine xrays. Call 250-725-4010 ext#64129 if you need help with this decision
- Physiotherapy: Phone consults if appropriate, in-person visit when necessary.

**TONQUIN MEDICAL CLINIC** – Mon-Fri, 10:00am-4:30pm. Doctor telephone consult only, with exceptions

- Call: 250-725-3282

**UCLUELET MEDICAL CENTER** – Tues-Friday, 10:00am – 4:30pm. Doctor

telephone consult only, with exceptions

- Call: 250-726-4443

**AHOUSAT MEDICAL CLINIC** – closed until further notice. Can schedule telephone consult via Tonquin or Ucluelet

**FIRST NATIONS COMMUNITIES** - NTC Nursing Hotline, Monday to Friday, 8:00am – 4:30pm

- Call: 250-735-0416 (Francine Gascoyne) or 250-720-1763 (Catherine Gislason)

### PATIENTS AT INCREASED RISK

- Elderly or complicated medical conditions - Existing Home & Community Care patients will continue to be followed in community by VIHA or NTC Nursing, community dependent. This may be via phone or in-person, depending on need. If you are concerned about yourself or a family member being medically vulnerable, self refer by calling 250-725-4007
- Seniors: Call 2-1-1 or visit <http://www.bc211.ca/> for a BC provincial phone line that matches seniors who need support with non-medical essentials (ie grocery delivery) to volunteers in their community that are willing to help. We are asking for community volunteers to support this service. Register online.

**VIHA PUBLIC HEALTH** – Newborn and vaccinations (Karyn Bernard), Mon-Fri, 9am – 4pm

- Call: 250-725-4020, leave a message



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## PROVINCIAL RESOURCES



COVID Non-health related information and services

7:30am-8pm, 7 days/week

- Call: 1-888-COVID19 OR
- Text: 1-604-630-0300

General Health Questions, including COVID-related - 24hrs/day, 7 days/week

- Call: 8-1-1 OR
- BCCDC Self-Assessment Tool for COVID assessment <http://covid-19.bccdc.ca/> OR <https://bc.thrive.health/>

General Mental Health, Vancouver Island Crisis line - 24hrs/day, 7 days/week

- Call: 1-888-494-3888



## FREE MENTAL HEALTH SERVICES

VIHA MENTAL HEALTH AND SUBSTANCE USE

Counselling support via phone, Mon-Fri 8:30am-4:30pm

- Call: 250-726-1282

NTC TEECHUKTL MENTAL HEALTH - Counselling support via phone, Mon-Fri, 8:30am-4:30pm

- Email: [Michael.McCarthy@nuuchahnulth.org](mailto:Michael.McCarthy@nuuchahnulth.org)

KUU-US Crisis Line - Counselling support via phone, 24hrs/day

- Call: 1-800-588-8717

PACIFIC RIM HOSPICE - Telephone counseling with Tara Souch, RCC (30min for COVID-19 related concerns, 50min for grief)

- To make an appointment: <https://tarasouch.janeapp.com/>

WESTCOAST RESOURCE SOCIETY - Offices closed, but reachable Monday-Friday, 8:30am-4:30pm by phone. Transition House will remain open and available to all women in need

- Call: 250-726-2343



## FOOD SECURITY RESOURCES

FISH & LOAVES

Tofino: Tuesdays, 11:30am at the Legion

FOOD BANK

Ucluelet: Tuesdays, 1pm-3pm in the Seaplane Base Hall parking lot



**Rural and Remote**

**Division of Family Practice**

Long Beach

A GPSC initiative